



Spotlight 29 Casino



Job Title: Dispatcher
Department: Public Safety
Job Type: Full Time
Status: Non-Exempt
Education: High School or equivalent

Summary:

Under general supervision receive emergency and routine calls for service; give information to the public; dispatch manpower; maintain logs of radio traffic and call for service; maintain system for storage and retrieval of related records. Responsible for video Surveillance of activities throughout the parking lots and observes any illegal activities.

ESSENTIAL DUTIES AND RESPONSABILITIES:

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley.
- Receive and record incoming and outgoing calls on telephone and radio equipment.
- Operate and maintain telephone and radio equipment.
- Answer all incoming calls for service promptly in the prescribed manner and dispositions them accordingly.
- Dispatch manpower and equipment in emergencies and routine calls for service.
- Maintain and log secured keys, dispatch logs, visitor and pass logs.
- Carry out clerical duties as required, to support departmental operations.
- Operate Axiom System and Surveillance System.
- Update and maintain Lost & Found property logs.
- Provide various other services as delegated or required in accordance with training and assignment.

SUPERVISORY RESPONSIBILITIES:

This job requires no supervisory responsibilities.

REQUIREMENTS:

- Previous dispatching experience preferred.
- Must pass pre-employment and periodic random drug screens.
- Must be able to pass background suitability investigation.
- Must obtain a Tribal Gaming License.
- Must provide proof of eligibility to work in the United States within 72 hours of employment
- Able to uphold a high level of Confidentiality.
- Ability to manually operate closed circuit video equipment.
- Ability to maneuver & view action throughout Casino parking lots whenever patrol function is necessary.
- Able to effectively communicate with others both verbally and written.
- Able to work with little or no supervision.
- Ability to work at a fast paced environment.
- Ability to multi-task, prioritize calls and memorize specific beat/areas of the Casino property.

WORK ENVIRONMENT:

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7 – day per week basis